

**Services Provided by Montgomery County
Department of Health and Human Services
Aging and Disability Services**

**Assessment and Continuing Case
Management**

- Adult Evaluation and Review Services
- Adult Protective Services
- Adult Services Intake
- Guardianship Program
- Home and Community Based Waiver for Older Adults
- Home Care
- Social Services to Adults

**Senior Community Services
Area Agency on Aging**

- Adult Public Guardianship Review Board
- Aging and Disability Resource Center
- Assisted Living Services
- Caregiver Support
- Long-Term Care Ombudsman
- Better Living at Home
- Senior Community Programs
- Senior Health Promotion
- Senior Nutrition Program
- Research and Evaluation

**Disabilities Services
Community Support Network**

- Autism Waiver
- Homeless Case Management
- Individual Support Services
- My Turn Program
- Resource Coordination
- Respite Care
- Transitioning Youth

Hours of Operation:



**Regular office hours (except holidays)
8:30 a.m.-5 p.m.
Monday through Friday**

**Adult Protective Services are
available 24 hours a day, 7 days
per week for emergencies.
Call 240-777-3000 Voice
240-777-4575 TTY
after 5:00 p.m. and weekends
240-777-4000 Voice
240-777-4815 TTY**

**Montgomery County, Maryland
Department of Health and Human Services
Aging and Disability Services
401 Hungerford Drive, 5th Floor
Rockville, Maryland 20850
Isiah Leggett, County Executive
Uma S. Ahluwalia, Director
Dr. John J. Kenney, Chief**



Voice: 240-777-3000

TTY: 240-777-4575

Or via Maryland Relay at 711

Fax: 240-777-1495

**Email: hhsmail@montgomerycountymd.gov
www.MontgomeryCountyMD.gov/seniors**

Montgomery County is committed to complying
with the Americans with Disability Act.

September 2008



Department of Health and Human Services

Aging and Disability Services

**Customer
Rights and
Responsibilities**

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**Montgomery County Department of
Health and Human Services
Aging and Disability Services**

Vision:

A Montgomery County where seniors, persons with disabilities, and their families are fully participating members of our community.

Mission:

To affirm the dignity and value of seniors, persons with disabilities, and their families by offering a wide range of information, services, protections and opportunities which promote choice, independence, and inclusion.

Non discrimination law:

The law in Montgomery County Maryland (Chapter 27 Montgomery County Code) prohibits discrimination on the basis of race, color, religion, ancestry, sex, age, national origin, marital status, physical or mental disability, sexual orientation, genetic status, family responsibilities, gender identity, source of income and presence of children.

Alternative formats:

Information contained in this pamphlet is available in other formats if needed. Please make your request by calling 240-777-3000 (Voice), 240-777-4575 (TTY) or via Maryland Relay at 711.

You Have the Right to:

- Be treated courteously and with respect.
- Apply for any service for which you believe you are eligible.
- Fair and equal treatment.
- Confidentiality. The information you give us, or others give us about you, is protected as provided by law.
- Be informed of the consequences if you refuse services, mandated or voluntary.
- Be assisted in completing the application process.
- Self-determination and to participate in decisions regarding the services you are provided.
- Receive information and services in your native language.
- Be informed about any fee required in order to receive services.
- Be assisted in receiving information and services and to be provided reasonable accommodations upon request.

Complaints/Grievances:

If individuals have a complaint, they should contact their caseworker, the supervisor, or the Aging and Disability Services Chief's office at 240-777-4565. Complaints may be made by telephone or in writing.

You Have the Responsibility to:

- Treat staff with courtesy and respect.
- Pursue all resources that may be available to you.
- Ask questions and clarify if you do not understand the information provided to you.
- Provide accurate and complete information regarding yourself and your family as required for participation in the services.
- Report all changes in your living situation, address, employment, other income or resources and health, financial and legal status.
- Understand the actions that may result from your decision to refuse service.
- Participate in the decisions regarding the services you are provided.
- Notify any staff member if you believe any of your rights have been violated or not respected.